

THARA MAXINE SEMORLAN




PERSONAL INFORMATION

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Dubai, United Arab Emirates

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PROFESSIONAL SKILLS

People Management

Front Office Operations/ Rooms Division

Ability to handle difficult and stressful situations with tact and diplomacy

Problem Resolution

Multitasking and ability to adapt and work in fast paced environment

Advanced Computer skills - Opera PMS, MS Office, Oasys/eDocs, FBM, MCF, SCM, FCM, ResaWeb, Synixs, PayTrax, Protel

LANGUAGES

English

Spanish

Filipino

PROFILE

Experienced front office professional, highly dependable, ethical and leader that blends effectively with cross functional teams in ensuring operational and service excellence.

PROFESSIONAL EXPERIENCE

Senior Duty Manager

**Ibis Styles Jumeirah – Accor
Dubai, United Arab Emirates**

Jan 2018 – Feb 2020

- In-charge of the Front Office Department of 11 team members (Dec 2018 to Nov 2019), reported directly to the GM
- Successfully handled the team and department during a period of staff shortage
- Extended assistance and swift solution not only to guest issues but also to other departments as needed
- Liaise with authorities pertaining to some guest assistance or issues
- Optimized the occupancy, average room rate and up selling by motivating the team in which we have achieved the department's quantitative target
- Conducted training and coaching to team members, ensured they are equipped with the right skills and information
- Involved in recruitment of new team members of Front Office
- Took care of Employee Performance & Development Review for each team member
- Responsible for updating and submitting departmental monthly attendance for payroll
- Prepared monthly DTCM statistics report

Assistant Front Office Manager

La Vie Gardens Hotel Apartments - La Vie Hotels & Resorts (Permanently closed)

Dubai, United Arab Emirates

Feb 2020

- Managed, motivate and trained the Front Office team to support for skills development and provide a high standard of service
- Oversee and review guest arrivals and departures as well as VIPs with the guest service agents
- Maintained high quality relationship with other departments and guests throughout their stay to keep the customer satisfaction
- Involved in recruitment of new team members of Front Office

Front Office Supervisor (Department In-charge)

TIME Grand Plaza Hotel – TIME Hotels

Dubai, United Arab Emirates

Sept 2015 – Jan 2018

- In-charge of the Front Office Department of 22 team members (Nov 2015 to Sept 2016), reported directly to the RDM
- Achieved Top 40 rank on TripAdvisor on June 2016 and surpassed the target of 150% for Room Upselling in the same year – done through motivation and focused in managing the team to perform financial achievements and other set targets
- Effectively carried out Duty Manager post on weekends, public holidays and during the day off of the DM -- part of the Executive Office MOD roster
- Dealt with all guests issues with swift solution that the team member cannot be handled directly
- Responsible for scheduling Front Office team and Monthly Department Operational Report
- Took care of Employee Performance & Development Review for each team member

Front Office Duty Manager

Yassat Gloria Hotel & Apartments – now Mercure Dubai Al Barsha Heights

Dubai, United Arab Emirates

Dec 2014 – June 2015

- Oversee daily Front Desk duties and activities
- Trouble shoot all guest issues/ concerns and determine & process all compensation if applicable, as well as assisted guests in number of cases with the authorities.

Front Office Supervisor

Novotel World Trade Centre – Accor

Dubai, United Arab Emirates

Sept 2013 – Dec 2014

- Assisted Front Office managers in ensuring smooth and efficient overall day-to-day operations of the Reception including Telephone Operator, Police Data Entry and Concierge as well as monitoring associates performance
- Conducted daily shift briefing to ensure sharing of proper information and follow ups are delivered while highlighting the achieved targets

Front Office Shift Leader

TIME Grand Plaza Hotel - TIME Hotels

Dubai, United Arab Emirates

Mar 2011 – Aug 2013

- In-charge of the department during the absence of the FOM
- In-charge of all group bookings, fulfilling all requirements, room allocations, checked rates & packages, billing and collection & allocation of payments
- Departmental Skills Trainer -- Conducted up to date training for each team member of the Front Office on monthly basis in which helped in monitoring career growth development
- Merit numerous appreciation on our Market Metrix guest reviews
- Managed to save minimum 15% of the department's stationery monthly budget

Front Office Agent

Al Hamra Residences Golf and Beach Resort – Pre-opening - now Waldorf Astoria

Ras Al Khaimah, United Arab Emirates

Jan 2010 – Mar 2011

- First point of contact -- assisted Suppliers, Tour Operators, Sales/ Real Estate Agents, Contractors and constructors alike for appointments and site inspections during the pre-opening period
- Liaise the management and contractors on specific issues that encountered within the newly constructed and partly under construction sections of the Palace.

Front Office Receptionist

Dubai International Hotel

Dubai International Airport Terminal 1 & 3, United Arab Emirates

Mar 2009 - Aug 2009

First Class Lounge Attendant – F&B (Pre-opening team Terminal 3)

Emirates Flight Catering

Dubai International Airport, United Arab Emirates

May 2008 - Feb 2009

Administrative Staff

Star Literacy Learning Center

Zamboanga City, Philippines

2004 - 2007

Architectural Designer

EBM ATELIER

Zamboanga City, Philippines

2002-2003

COURSES

- Motivation and Engagement in an Uncertain World issued June 2020 – Coventry University, UK
- Introduction to Business Management issued May 2020 – King's College London, UK
- Community Immunity Ambassador (Covid-19) issued May 2020 – Mohammed Bin Rashid University of Medicine and Health Sciences (MBRU), UAE
- Emotional Intelligence at Work issued April 2020 – Coventry University, UK

EDUCATION

Bachelor of Science in Architecture

Western Mindanao State University

Class of 2002

REFERENCES

Available upon request